

Meeting Minutes
State 9-1-1 Advisory Board
March 2012
Sacramento, CA

Members Present:

Lorretta Fine, Designee for Karen Wong, State of California, California Technology Agency, Public Safety Communications Office

Scott Silsbee, Designee for Reginald Chappelle, California Highway Patrol (CHP)

Charlie Cullen, Designee for Chris Hinshaw, California National Emergency Number Association (CALNENA)

Lisa J. Hoffmann, Association of Public-Safety Communication Officials (APCO)

Lesli J. Wilson, California Fire Chiefs Association (CFCA)

Sheriff Edward Bonner, California State Sheriffs' Association (CSSA)

Robert Nichelini, California Police Chiefs Association (CPCA)

Sam L. Spiegel, California Police Chiefs Association (CPCA)

Members Absent:

Peter M. Bryan, California Fire Chiefs Association (CFCA)

Chip W. Yarborough, California National Emergency Number Association (CALNENA)

Staff Present:

Ryan Dulin, Chief, California 9-1-1 Emergency Communications Division

Paul Dumetz, Public Safety Communications Office

Phillip Killion, Public Safety Communications Office

I. CALL TO ORDER, WELCOME AND OPENING REMARKS

Ms. Fine, Deputy Director of the Public Safety Communications Office (PSCO), California Technology Agency, called the meeting to order and advised the meeting will be available for viewing at <http://www.cta.ca.gov/PSCO/911AdvisoryBd/default.htm>.

II. APPROVAL OF December 2011 MINUTES

A motioned was made to have the December 2011 Meeting Minutes approved for posting. The motion was accepted and carried by unanimous vote.

III. UNFINISHED BUSINESS

a) Ms. Fine informed the State 9-1-1 Advisory Board Keith Tresh, Security Officer, California Technology Agency will not provide a presentation today. Mr. Tresh will provide a presentation at the June 2012 State 9-1-1 Advisory Board meeting.

b) Ms. Fine Informed the State 9-1-1 Advisory Board no changes have been made regarding State

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9-1-1 Advisory Board meeting location. Due to budgetary issues the State 9-1-1 Advisory Board meeting will continue to be held in Sacramento CA.

IV. REPORTS

a) CA 9-1-1 Division Update

Ryan Dulin gave the report on the following items:

General Information:

- Mr. Dulin met with CalEMA regarding the Public Safety Communications Office (PSCO) Outage Notification Proposal on December 12, 2011. The discussion revolved around process, rules and responsibilities of the two agencies with respect to outage notification. Information regarding issues and changes will be brought to the State 9-1-1 Advisory Board's attention at a future meeting.
- On February 15, 2012 the Federal Communication Commission issued a notice extending network outage recording requirements to interconnected voice over IP service providers. Now outages are being extended to Voice over IP.
- The California 9-1-1 Emergency Communications Division (CA 9-1-1 Division) continues to work on Regulatory Considerations for the California 9-1-1 Strategic Plan, the Rough Order of Magnitude Cost Estimate, and the State Emergency Telephone Account analysis. Mr. Dulin will provide a report on the items when completed.
- The County Coordinator Task Force (CCTF) Charter and Supplemental is approved for use. The CA 9-1-1 Division will solicit the community in order to fill the vacant positions.
- The Master Purchase Agreement for 9-1-1 system and services was awarded to nine (9) contractors on February 1, 2012. All information regarding the contract and the user guide can be found on the California Technology Agency's website.

Project Status Updates:

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- The Routing on Empirical Data project completed on schedule. The CA 9-1-1 Division witnessed a dramatic decrease of busies from 42 percent in 2007 to 2 percent in December 2011.
- The ECaTS project has completed the historical data conversion to the new system. The CA 9-1-1 Division is working with Public Safety Answering Point (PSAP) managers and county coordinators on a few technical issues that have been reported to our office. The CA 9-1-1 Division is working with a vendor on a ten digit summary report feature requested by the PSAP Community.
- The CA 9-1-1 Division has five (5) statewide next generation pilot projects. The E911 grant project in the northeast part of California has successfully demonstrated proof of concept testing for XY location-based routing January 2012.
- Imperial County was deployed September 2011. Imperial County has a few issues to work through with AT&T. The CA 9-1-1 Division is tracking and working closely with the local PSAP.
- The CA 9-1-1 Division is awaiting PSAP approvals for the Pasadena ring project to begin implementation.
- Ventura County has started the ordering process and will begin implementation in the coming months.
- Mendocino County has reviewed the responses from the Request for Information. The next step is to conduct vendor demonstrations.
- Mr. Dulin said he would provide ECaTS information at the next State 9-1-1 advisory Board meeting displaying the issues being tracked by the CA 9-1-1 Division.

b) Long Range Planning Committee (LRPC):

- LRPC created a strategic plan and roadmap status update list. The document is still in

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draft version. The document will be a handout during regularly scheduled State 9-1-1 Advisory Board meetings when completed.

- The LRPC created a document called Next Gen 9-1-1 Stakeholders and Focus Groups. The document was created to identify those with an interest in Next Generation 9-1-1 progress. Michelle Bland, California Highway Patrol will be responsible for updating information on the above mentioned document.
- LRPC reviewed the CA 9-1-1 Division Next Generation 9-1-1 presentation. LRPC requested the CA 9-1-1 Division to update the information in the presentation. The presentation will be discussed at the next LRPC meeting. The LRPC members will review the presentation with their constituents to gain feedback. LRPC goal is to have additional representatives, Board Members, and designees trained to give the Next Generation 9-1-1 presentation to stakeholders.
- LRPC will create a list of 9-1-1 grant opportunities. The LRPC will work with local agencies to keep the CA 9-1-1 Division informed of all new Next Generation 9-1-1 grants and related 9-1-1 service grants.
- LRPC reviewed the CCTF Charter and Supplemental. The LRPC recommend the CA 9-1-1 Division to move forward in the recruitment of CCTF members.
- LRPC provided an updated LRPC membership list and requested the board to vote Chief Peter Bryan as the Chair for the LRPC. The State 9-1-1 Advisory Board members approved the vote by unanimous decision. Chief Peter Bryan is now the Chair for the LRPC.
- LRPC has asked the CA 9-1-1 Division to find out if the LRPC has a Charter on file. If the LRPC does not have a charter on file, Mr. Herren would like to have one created by the LRPC. Mr. Dulin said he would provide his findings to the LRPC at the next scheduled LRPC meeting.

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- The LRPC asked the State 9-1-1 Advisory Board to vote on the LRPC having the authorization to review the SETNA reports once it's issued by the CA 9-1-1 Division and then provide recommendations to the State 9-1-1 Advisory Board at the next meeting. The motion was approved by unanimous vote.
- The LRPC requested the ability to provide draft guidelines to help evaluate and prioritize future next generation 9-1-1 funding requests by PSAP's beyond the current five pilot projects to the CA 9-1-1 Division and to have the CA 9-1-1 Division evaluate Lisa Hoffman's concerns and meet at the next scheduled meeting or earlier to discuss her concerns. Motion approved by unanimous vote.

V. NEW BUSINESS

- a) The CA 9-1-1 Division released a letter regarding the NENA 2012 conference reimbursement. The letter was sent to all 9-1-1 County Coordinators on March 9, 2012 approving the use of the CAL/NENA annual allotment.
- b) The CA 9-1-1 Division provided a list of 20 PSAPs not taking wireless calls. The CA 9-1-1 Division request that each State 9-1-1 Advisory Board member reach out to their constituents and have a discussion with them regarding the acceptance of wireless 9-1-1 calls and the issues that have delayed the PSAP from accepting the calls and provide the information back to the CA 9-1-1 Division.
- c) The CA 9-1-1 Division will provide a standing report on PSAPs that have not accepted wireless 9-1-1 calls.

VI. FUTURE BUSINESS

- a) Presentation: Keith Tresh, Information Security Officer, California Technology Agency
- b) Provide the Status of PSAPS taking wireless 9-1-1 Call
- c) PSCO Statewide Warning Center CalEMA Proposal
- d) California Public Utilities Commission Presentation
- e) Warren Act Review
- f) Impacting Technologies on PSAPS

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VII. ANNOUNCEMENTS

- a) The Governor's proposed 2012-13 Budget was released January 5, 2012. The proposed budget includes for consideration the elimination and consolidation of several State boards and commissions which includes the State 9-1-1 Advisory Board.

VIII. PUBLIC COMMENT

- a) Ms. Willis from SHASCOM 911

IX. CLOSED SESSION

- a) Closed Session after vote pursuant to G.C. Section 11126(c)(18) - Review of detailed information on outages.
- b) Mr. Dulin reported 123 outages occurred December 2011 – February of 2012. No routine trends were identified during the reporting period.

X. ADJOURNMENT

Mr. Spiegel moved to adjourn the meeting at 12:00 p.m. Mr. Bonner seconded the motion.

Handouts

- 1. CA 9-1-1 Advisory Board Minutes – September 2011
- 2. Action Items Tracking Sheet
- 3. County Coordinator Task force Charter
- 4. Preliminary Fund Condition Statement
- 5. Focus Groups and Stakeholders
- 6. LRPC Membership List
- 7. Wireless 9-1-1 Deployment Sheet